


Exhibit 6




Michael Ladner

Support Quality Program Manager at Google

Austin, Texas Area · 432 connections


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Experience



Support Quality Program Manager

Google

Apr 2014 – Present · 6 years 3 months

Austin, Texas Area

Nest Program Manager - Support Process, Engineering, & Program Manager

- March 2014–Present
- Manage the quality metrics for eight vendor contact centers (1000+ employees)
- Frequent travel to oversee the sites operations
- Develop reporting and dashboards for agents, managers, and site managers
- Oversee and develop quality metrics, attributes, scoring, etc...
- Responsible for purchasing/developing quality tools and development (Chat, Quality Forms, etc...)
- Manage our support...

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Apple

7 years

- 

Carpe Facto Team Manager

May 2007 – Apr 2014 · 7 years

 - Responsible for the duality performance and operation of 16-22 direct reports
 - Experience working with vendors
 - Creating daily, weekly, and monthly plans of actions for Agents
 - Developed Agents to reach their highest potential
- 

Carpe Facto Advisor

2010 – Jul 2013 · 3 years
- 

T2 iOS Advisor

May 2007 – 2010 · 3 years

Groups

Apple Professionals

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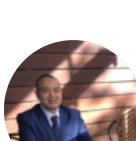
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Senior Support Engineer
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Michael Ladner
Support Quality Program Manager at Google

Support Quality Program Manager at Google

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